

POSITION DESCRIPTION

IT Support Analyst



POSITION DETAILS

Position Title	IT Support Analyst
Classification	HEW Level 5
Position Number	7014006, 7014007
School/Office	Information Technology and Digital Services
Division	Division of Operations

POSITION PURPOSE

The role of IT Support Analyst is to deliver efficient and high-quality multi-channel IT support services for Western Sydney University students at the NSW Police Academy (the "Academy") at the Goulburn NSWPF campus. This includes supporting a full range of campus-based ICT resources (i.e. computer labs, teaching spaces, audio visual, office-based technology, printers etc.) through a variety of channels including telephone, remote desktop, chat support and face-to-face resolving as many incidents and requests at first point of contact as possible.

Subject to the University's operational requirements, the incumbent may have an opportunity to express interest in working overseas, either with a strategic partner or at an overseas campus for a fixed period of time.

KEY ACCOUNTABILITIES

- **Customer Service (SFIA CSMG level 3 and SFIA refers to Sales support SSUP level 2)**
 - Acts as the routine contact point.
 - Assists with the development of and applies client service standards to resolve or escalate clients' service problems.
 - Communicates effectively with customers by telephone and in person.
 - Assists in the provision of customer service, including technical advice and guidance on matters bearing on the successful use of products and services.
 - Assists in devising solutions to customer requirements and solves straight forward problems.
- **Stakeholder Management (SFIA SURE level 3)**
 - Acts as routine contact point between organisation and supplier.
 - Collects and reports on supplier performance data.

- Receives and handles requests for support following agreed procedures.
- **Operational Performance (SFIA ITOP level 2)**
 - Carries out agreed operational procedures of a routine nature.
 - Contributes to maintenance, installation, and problem resolution.
 - Responds to requests for support by providing information to enable incident resolution and promptly allocates unresolved calls as appropriate.
- **Compliance Management (SFIA DCMA level 3)**
 - Monitors compliance against agreed processes and investigates, assesses and resolves.
 - incidents of non-compliance, escalating where necessary and monitors and reports on overall access control.
- **Record Management**
 - Maintains records and advises relevant persons of actions taken.
- **Undertake other duties as directed**
 - Other duties relevant to the classification level.

QUALIFICATIONS, EXPERIENCE AND SKILLS

- Degree, Diploma, Certificate qualifications in a relevant field (e.g. ICT user support, IT technician etc.) or Microsoft Technology Associate (MTA) or similar accreditation or professional expertise in the provision of IT user support services.
- Demonstrated high level proficiency in using common desktop PC software tools and Webbased applications.
- A sound understanding of IT Service Management processes (e.g. incident, request, problem and change management as defined under the ITIL framework).
- Demonstrated ability in solving problems in a systematic way, including liaising with colleagues and interpreting when to escalate individual and systemic problems for resolution within appropriate timeframes.
- Demonstrated ability and enthusiasm to provide effective and customer focused IT support.
- Exceptional customer service, communication and teamwork skill.
- Ability to work as part of a roster covering 8am-8pm, Monday to Friday and 9am-5pm, Saturday to Sunday.

KEY RELATIONSHIPS

- **This position reports to:** Campus Support Managers Southwest or nominee
- **This position supervises:** NIL
- **Key internal relationships:**
 - IT operational and project teams
 - Own team
 - University IT staff
 - University students
 - Student Support Service Officers
 - Academic Program Advisors
 - Academic colleagues (discipline group, School, University)
 - Professional colleagues (School, University, NSW Police Force)
 - Casual academics
 - Dean, Deputy Dean, and Associate Deans
 - School Manager (University and NSW Police Force)
 - Business Development Manager
 - Director of Academic Program
- **Key external relationships:**
 - Service partners and vendors
 - NSW Police Force (including IT Department)

- Regulatory bodies

CHALLENGES

- Responding to diverse and time-sensitive support needs.
- Maintaining service quality and consistency during peak periods and system changes.
- Adapting to evolving technologies and digital service models.
- Ensuring accurate documentation and compliance in a fast-paced support environment.

UNIVERSITY EXPECTATIONS

Ensure you are aware of and comply with legislation and University policies and procedures relevant to the duties undertaken including, but not limited to:

- Code of Conduct;
- Work Health and Safety and Wellbeing Management System;
- Western Sydney University Professional Staff Agreement 2022;
- Anti-Discrimination principles, Equal Employment Opportunity and staff and student equity.

Approved by:

Date: